

Administrative Assistant

Family Health Center is a Federally Qualified Health Center and leading provider of primary healthcare to the medically underserved in Kalamazoo County. We are currently seeking an **Administrative Assistant**. An excellent benefits package is offered which includes medical/dental/vision/life insurance/403(b) retirement savings plan. Relocation expenses are not paid nor reimbursed by Family Health Center. Total compensation depends on experience, education, and combination of skills brought to the position. Interested candidates should forward their cover letter and resume to humanresources@fhckzoo.com or fax (269)488-8977. The position will remain posted until filled.

Essential Duties and Responsibilities:

Summary: Provides a high level of general and confidential administrative support services to the leadership and management teams. Assists and conducts special projects and responsibilities as assigned. Requires a thorough knowledge of Family Health Center's policies, procedures, protocols, and work practices. Maintains the highest level of confidentiality, diplomacy and tact. Strong communication skills are necessary to receive or greet any visitors or patients, for visitors and patients interactions and for fielding phone calls.

- Essential Duties and Responsibilities include the following. Other duties may be assigned.
- Responsible for performing a wide variety of administrative support duties such as preparing correspondences, managing assigned administration staff calendars and schedules, preparing for meetings, compiling and issuing accurate and detailed meeting minutes, filing and retrieving electronic and hard copy documents, and other administrative support as assigned.
- Assists with various projects such as preparation of Joint Commission and grant materials, internal and external reporting requirements, and requests for information and data, or other similar projects as assigned.
- Receives or greets any visitors or patients, answering inquiries about the organization, directing visitors to their destinations and answering calls on multi-line telephones.
- Reviews and screens visitors and telephone calls, ascertains visitors or callers' needs and refers to the appropriate party. Requires a high degree of tact and discretion to refer complex and/or sensitive issues or inquiries to the appropriate FHC personnel.
- Participates in administrative office coverage as necessary.
- Sorts and prioritizes incoming mail on a daily basis.
- Utilizes the practice management and electronic health records systems in order to assist patients as needed.
- Participates in professional development activities to keep current with administrative trends, practices, and productivity tools.
- Participates and attends company-wide and departmental meetings as required.

Education and/or Experience:

Requires an Associates Degree as an Administrative Assistant or related degree from a technical school, or equivalent combination of education and experience. This is in addition to five plus years of related experience preferably in a healthcare setting with progressive experience.